



**DEPARTMENT OF FAIR EMPLOYMENT
AND HOUSING
ENFORCEMENT DIVISION
DIRECTIVE**

**TABLE OF
CONTENTS**

DISTRIBUTION DATE

February 7, 2005

GENERAL INFORMATION CHAPTER - Directives 100 - 199:

- 100 Directive System for the Enforcement Division of the Department of Fair Employment and Housing
- 101 Distribution of Manuals And Reference Materials
- 102 Delegation of Authority
- 103 DFEH Identification Cards
- 104 Conflict of Interest
- 105 Prohibition on Referrals to Private Attorneys
- 106 Guidelines on Attorney Visits to District Offices
- 107 Legal Opinions
- 108 Non-English Translations
- 109 Department Accommodation for Hearing, Speech and Vision Impaired Complainants and Others Needing Reasonable Accommodation to Obtain Access to Department Services
- 110 Internet and Electronic Mail (e-mail) Usage

INTAKE CHAPTER - Directives 200 - 299:

- 200 Communication Center
- 201 Special Intake Concerns - Telephone Interviews and Correspondence From the Public
- 202 Priority Processing
- 203 Complaint Filing Date

204	Accepting Complaints Not on Departmental Forms Where the Statute of Limitations Is A Concern
205	Acceptance of Complaints Against Individuals
206	Acceptance of Complaints Against Employers of Less Than Five Employees
207	Acceptance of Complaints Involving Co-Respondents or Parties Other Than the Primary Respondent
208	Amending Complaints
209	Retaliation Complaints
210	Out-Of-State Acts of Harm
211	Waiver Agreements
212	Complaints Affected by the Mohasco Decision
213	Complaints Against Religious, Non-Profit Organizations
214	Sexual Orientation Complaints Rescinded 08/02/01
215	Complaints Alleging Gender Discrimination in the Form of Pay Inequities
216	Referral of Equal Pay Cases Between the Department of Fair Employment and Housing and the Division of Labor Standards Enforcement
217	California Family Rights Act Complaints
218	Disability Complaints - Special Considerations
219	Grooming Standards Complaints
220	Complaints Against Labor Unions
221	Complaints Against Licensing Boards
222	Director's Complaints
223	Director's Complaints Resulting from EDD Referrals
224	Complaints on Written Unlawful Pre-Employment Inquiries
225	Complaints on Discriminatory Employment Newspaper Advertisements

226	Class Action Complaints
227	Complaints Taken After the Expiration of The Statutory Time Limit
228	Complaints Where One or More of the Allegations or Parties Are Rejected For Investigation
229	Authorized Signature on Department of Fair Employment and Housing Documents
230	Complaints Registered Outside the Office Where Filed
231	Transfer of Cases Between Offices For Investigation
232	Complaints Mailed For Signature
233	Service of Complaints
234	Notification of Right-to-Sue
235	Emergency Relief for Complainants In Employment Cases
236	U.S. Immigration Reform and Control Act (IRCA) Notice

INVESTIGATION CHAPTER - Directives 300 - 399:

300	Quality Control of Investigations
301	Maintenance of Case Files
302	Receipt of Confidential Information
303	Mandatory Use of Case Logs
304	Investigative Work Plans
305	Corporate and Business Status Checks
306	Bankruptcy
307	Obtaining Information from the Employment Development Department (EDD)
308	Named Respondent Expires Before Case Processing Is Completed
309	Impact of the Workers' Compensation Act On FEHA Work-Related Disability Complaints

- 310 Case Conferences
- 311 Referral of Case Files To Legal
- 312 Progress Memos
- 313 Cases Not Completed Within the Statutory Time Limit
- 314 Thirty-Day Inquiry Letters
- 315 Automated Case Diary System
- 316 Accessing Information From the Department of Motor Vehicles

SETTLEMENT CHAPTER - Directives 400 - 499:

- 400 Settlement Agreements
- 401 Conciliation
- 402 Reporting of Settlement Benefits
- 403 Monitoring of Settlement Agreements
- 404 Settlement Money

CLOSURE PROCEDURES - Directives 500 - 599:

- 500 Case Closing Categories and Procedures
- 501 Changing A Closing Category or Reopening A Case

DISCLOSURE - Directives 600 - 699:

- 600 Disclosure of Information From DFEH
- 601 Responding to External Requests For Case-Related or Computer-Generated Information
- 602 Photocopy Fees
- 603 Response to Third-Party Subpoenas

OUTREACH AND EDUCATION - Directives 700 - 799:

- 700 Media Contacts
- 701 Procedures for Requesting Media Publicity

UNRUH CIVIL RIGHTS ACT COMPLAINTS - Directives 800 - 899:

- 800 Unruh Civil Rights Act Complaints
- 801 Unruh Complaints Involving Multiple Complainants

RALPH CIVIL RIGHTS ACT COMPLAINTS - Directives 900 - 999:

- 900 Acceptance and Processing of Ralph Civil Rights Act Complaints